

**HOUSE . . . . . No. 1022**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

**Kathi-Anne Reinstein**

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the passage of the accompanying bill:

**An Act relative to customers of automobile insurance.**

PETITION OF:

NAME:

Kathi-Anne Reinstein

DISTRICT/ADDRESS:

16th Suffolk

[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE HOUSE, NO. 1065 OF 2007-2008.]

## The Commonwealth of Massachusetts

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In the Year Two Thousand and Nine

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### AN ACT RELATIVE TO CUSTOMERS OF AUTOMOBILE INSURANCE.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           Section 34O of chapter 90 of the General Laws, as appearing in the 2004 Official Edition, is hereby  
2 amended by adding at the end of subsection (b) the following words: and also provides that the insured is clearly  
3 defined as the claimant or customer and that only the claimant or customer may authorize repairs as required by  
4 Attorney Generals regulation 940 CMR 5.00. Such plan shall further state that the “claimant or customer” shall not  
5 mean the insurer involved in the claim or an employee, agent, repairer or a person acting on behalf of the insurer.